

<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>		
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>

## Fiscal Year 2016-2017 Accountability Report

### SUBMISSION FORM

<b>AGENCY MISSION</b>	The mission of the Office of the Lieutenant Governor is to fulfill the state constitutional duties of the Office and the Lieutenant Governor's role as President of the Senate. As South Carolina's second highest ranking Constitutional Officer, the Lieutenant Governor provides leadership on legislative matters and public policy, and serves as the chief advocate for the state's senior citizens. In addition, the Lieutenant Governor's Office works to meet the present and future needs of seniors and to enhance the quality of life for seniors through advocating, planning, and developing resources in partnership with federal, state, and local governments, nonprofits, the private sector and individuals.
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<b>AGENCY VISION</b>	The vision set forth by the Lieutenant Governor's Office allows for seniors and vulnerable adults to enjoy an enhanced quality of life, contribute to communities, have economic security, and receive supports necessary to age independently with choice and dignity.
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Please select yes or no if the agency has any major or minor (internal or external) recommendations that would allow the agency to operate more effectively and efficiently.

<b>RESTRUCTURING RECOMMENDATIONS:</b>	<b>Yes</b>	<b>No</b>
	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Please identify your agency's preferred contacts for this year's accountability report.

	<i><b>Name</b></i>	<i><b>Phone</b></i>	<i><b>Email</b></i>
<b>PRIMARY CONTACT:</b>	Darryl Broome, Director	803-734-9867	dbroome@aging.sc.gov
<b>SECONDARY CONTACT:</b>	Gerry Dickinson	803-734-9867	gdickinson@aging.sc.gov

<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>		
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>

I have reviewed and approved the enclosed FY 2016-2017 Accountability Report, which is complete and accurate to the extent of my knowledge.

<b>AGENCY DIRECTOR</b> <b>(SIGN AND DATE):</b>  <b>(TYPE OR PRINT NAME):</b>	
	Kevin L. Bryant, Lieutenant Governor, September 15, 2017

<b>BOARD/CMSN. CHAIR</b> <b>(SIGN AND DATE):</b>  <b>(TYPE OR PRINT NAME):</b>	NA
	NA

<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>		
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>

## **AGENCY'S DISCUSSION AND ANALYSIS**

Kevin L. Bryant became South Carolina's Lieutenant Governor on January 25, 2017, when then Lieutenant Governor Henry McMaster was elevated to the Office of the Governor.

The Lieutenant Governor's Office and the Office on Aging work to meet the critical needs facing South Carolina's rapidly growing senior population through planning and advocacy, as well as by providing valuable federal and state resources to the 10 regional Area Agencies on Aging (AAAs) throughout the state.

### **Agency Organization**

#### Lieutenant Governor's Office:

Under the state constitution, Lieutenant Governor Bryant serves as President of the Senate and assumes the position of Governor if for any reason the Governor is unable to perform the duties of that office. Additionally, state law grants the Lieutenant Governor statutory authority to head the State Office on Aging, the agency responsible for the coordination of aging services in South Carolina. As reflected in the attached organizational charts, the Lieutenant Governor's Chief of Staff is Dr. Daniel Varat and Darryl Broome is the Director of the Lieutenant Governor's Office on Aging.

Because of a change to the State Constitution, effective with the 2018 gubernatorial election, wherein the Governor and Lieutenant Governor will be elected through a joint ticket, a decision on placement of the Office on Aging will be required. Currently, a bill to create a new Department of Aging under the Governor's authority is pending in the General Assembly and is being deliberated by a Conference Committee. If Senate Bill 107 passes, the Office on Aging will plan for an eventual move and transition in 2018.

### **The Lieutenant Governor's Office on Aging (LGOA)**

The Older Americans Act (OAA) mandates each state have a federally designated State Unit on Aging (SUA). In South Carolina the Lieutenant Governor's Office on Aging (LGOA) is the federally designated State Unit on Aging (SUA). The OAA outlines the framework for the LGOA to coordinate programs and to administer federal funding.

The OAA is the structural blueprint that provides programmatic and service development direction nationwide for the provision of essential aging programs and services. The OAA mandates national statutory requirements, but allows flexibility for each state to address its own specific challenges. Therefore, the OAA grants the LGOA (as the State Unit on Aging) the authority and the latitude to set policies best tailored to serve South Carolina's seniors, adults with disabilities, and vulnerable adults, as long as those policies are within the scope of the OAA.

The LGOA is responsible for administering all of the federal OAA funds allocated for the state, as well as state appropriated funds. Federal law requires the LGOA to allocate aging funds (through the federally approved Intrastate Funding Formula) to the 10 Area Agencies on Aging (AAAs). In addition, State Proviso 95.5 stipulates that all state funds appropriated for Home and Community-Based Services are to be allocated to the AAAs based on the methodology of the Intrastate Funding Formula. The AAAs use this funding for regional planning, resource coordination, client needs assessments, and oversight of a coordinated service delivery system. Through regional evaluations of met and unmet needs, the AAAs determine how aging funds are to be budgeted locally.

The OAA gives the AAAs legal authority to select regional service providers. Each AAA competitively procures with contracted providers for a wide range of aging services offered locally to seniors. Each AAA established legal contractual relationships with their respective county providers. The OAA (federal statute) prevents the LGOA from being involved in the local procurement of services.

With the state's aging population increasing significantly, the LGOA meets the OAA mandate to serve seniors, persons with disabilities, and vulnerable adults with the greatest social and economic needs, by advocating, facilitating,

<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>		
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>

coordinating, educating, granting, and regulating, as well as providing critical funding for aging services and programming. The LGOA is also the clearinghouse for aging data and information, and serves as a think tank for planning and innovative ideas in order to meet the needs of seniors and adults with disabilities.

### **Services provided through LGOA Funding**

The LGOA provides numerous resources and services to seniors and adults with disabilities in South Carolina. These critical services provide assistance that benefit seniors and adults with disabilities by allowing them to live at home independently and safely for as long as possible, thereby preventing costly institutional placement. Direct services provided through federal and state aging funds include rental assistance, legal services, respite care, caregiver support, nutrition, health promotion and disease prevention programs, transportation, homemaker services, minor home repair, and Long Term Care Ombudsman programs. Additionally, the LGOA offers insurance counseling, Medicare fraud prevention through the Senior Medicare Patrol program, and Information and Assistance/Referral (I&R/A) services.

### **LGOA Strategic Planning**

In July 2016, the LGOA submitted its 2017 – 2021 State Plan on Aging to the U.S. Department of Health and Human Services (USDHHS), Administration for Community Living (ACL). The Plan was subsequently approved by the Assistant Secretary for Aging USDHHS. The State Plan guides the LGOA as it achieves its goals, established by a comprehensive strategic planning process. The agency's planning process is an ongoing activity, which evaluates the met and unmet needs of South Carolina's growing senior population.

### **Lieutenant Governor's Office and LGOA Risk Assessment and Mitigation Strategies**

*In this subsection, the agency is required to identify the potential most negative impact on the public as a result of the agency's failure in accomplishing its goals and objectives. The agency also should explain the nature and level of outside help it may need to mitigate such negative impact on the public. Lastly, the agency should list up to three options for the General Assembly to help resolve the issue before it becomes a crisis.*

### **Goal: Increase the aging network's capacity to provide person-centered services for seniors, adults with disabilities and their caregivers.**

- (1) Potential Most Negative Impact in accomplishing agency goals and objectives.
  - a. Aging services are meant to keep seniors actively engaged and living independently and safely at home for as long as possible. Failure to meet this goal could result in declining levels of health among the senior population and higher levels of costly institutionalization.
  - b. The LGOA partners with regional Area Agencies on Aging and locally contracted service providers to deliver aging services. This structure is mandated by federal law and is a requirement to receive aging funding from the United States Department of Health and Human Services, Administration for Community Living. As the federally designated State Unit on Aging, the LGOA disburses funds to the AAAs through the Intrastate Funding Formula. The AAAs, in turn, procure and/or provide services consistent with Title III services, with budgets allocated from the AAAs according to greatest need in each region. Potential statutory changes to the structure or mission of the agency could create conflicts with the mission of the Older Americans Act and risk the federal designation as the State Unit on Aging and future federal funds.
- (2) Outside Help to Mitigate Impact
  - a. Other state agencies such as the Departments of Health and Human Services and Social Services provide services to seniors but do not have the same federal mandates stipulated by the Older Americans Act.
  - b. Groups like Meals on Wheels and the Alzheimer's Association serve senior clients, but without the strict laws, regulations, and requirements the LGOA must adhere to in order to be the federally designated State Unit on Aging and to receive funding.
- (3) Options for General Assembly

<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>		
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>

- a. Study impact of statutory changes to limit conflicts of interests that put the LGOA's federal designation as the State Unit on Aging and federal funding at risk.
- b. Establish protocols for human services agencies to share data and to cross reference clients to eliminate duplication and to promote efficiencies in systems.
- c. Work with the LGOA and South Carolina Aging Network partners when legislative actions are taken to relocate and restructure the Office on Aging.

**Goal: Advocate and intervene to prevent abuse, neglect, and exploitation of seniors and adults with disabilities.**

- (1) Potential Most Negative Impact in accomplishing agency goals and objectives.
  - a. Adherence to the Older Americans Act (OAA) and meeting the goals and objectives of the Long Term Care Ombudsman Program has no negative impact.
  - b. Failure to meet the goal and successfully perform the statutory requirements of the Long Term Care Ombudsman Program could negatively impact the health, safety, welfare, and rights of residents in long term care facilities.
  - c. Any statutory change to the structure or mission of the LGOA that conflicts with the Older Americans Act puts the LGOA's federal designation as the State Unit on Aging and its federal funds at risk.
2. Outside Help to Mitigate Impact
  - a. No other state agency has the authority to execute the functions of the Long Term Care Ombudsman Program under the Older Americans Act. The role played by the Ombudsman Program is unique and specifically mandated by federal law.
3. Options for General Assembly
  - a. Since state law mandated the inclusion of DDSN and DMH facilities as part of the Long Term Care Ombudsman Program's investigative responsibilities and because the number of long term care facilities is expanding, provide funding to insure adequate staff to meet these growing obligations.
  - b. Ensure that existing conflicts between the state code and the Older Americans Act are resolved. This includes amending state code 43-35-25 to clarify that Long Term Care Ombudsmen are not mandatory reporters. The Administration for Community Living has identified this as a conflict of interest and has instructed the LGOA to seek a legislative remedy to amend this statute.

**Restructuring Recommendations**

*In this subsection, if the agency responded yes to the Restructuring Recommendations box on the Submission Form, list the recommendation(s) for internal or law changes and address the need or reason for the proposed restructuring, provide any data to support the agency's reasoning and outline a plan to implement the restructuring recommendation(s).*

The Lieutenant Governor's Office on Aging (LGOA) does not make any restructuring recommendations in the Fiscal Year 2016 -2017 Accountability Report. However, because of a change to the State Constitution, the LGOA will likely have a change in structure by January 2019. Senate Bill 107 passed the Senate and House in 2017 and currently is pending in conference. If enacted into law, the Office on Aging will relocate to an independent Department of Aging, under the authority of the Governor. Any change to the structure of the Office on Aging must be in compliance with the Older Americans Act to ensure there are not any conflicts of interests impacting the agency's status as the federally designated State Unit on Aging, thereby maintaining future federal funding from the United States Department of Health and Human Services, Administration for Community Living.

**The LGOA's Key Challenges**

The LGOA and the statewide Aging Network face significant challenges, to include serving a rapidly growing senior population and the need for modernization and enhancement of a near-capacity statewide service delivery system. The state's senior population is projected to double by the year 2030.

<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>		
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>

The statistics are as clear as they are concerning:

- 11.5% of South Carolina's seniors live in poverty.
- Middle-income seniors are increasingly unable to support themselves due to the rising costs of health and long-term care.
- Options for long-term care are not sufficient to provide for the current and growing need.
- Nearly 10% of South Carolina's seniors have Alzheimer's disease or a related disorder.
- One in 11 of South Carolina's seniors are at risk for hunger.
- South Carolina ranks third in the nation for food insecurities.

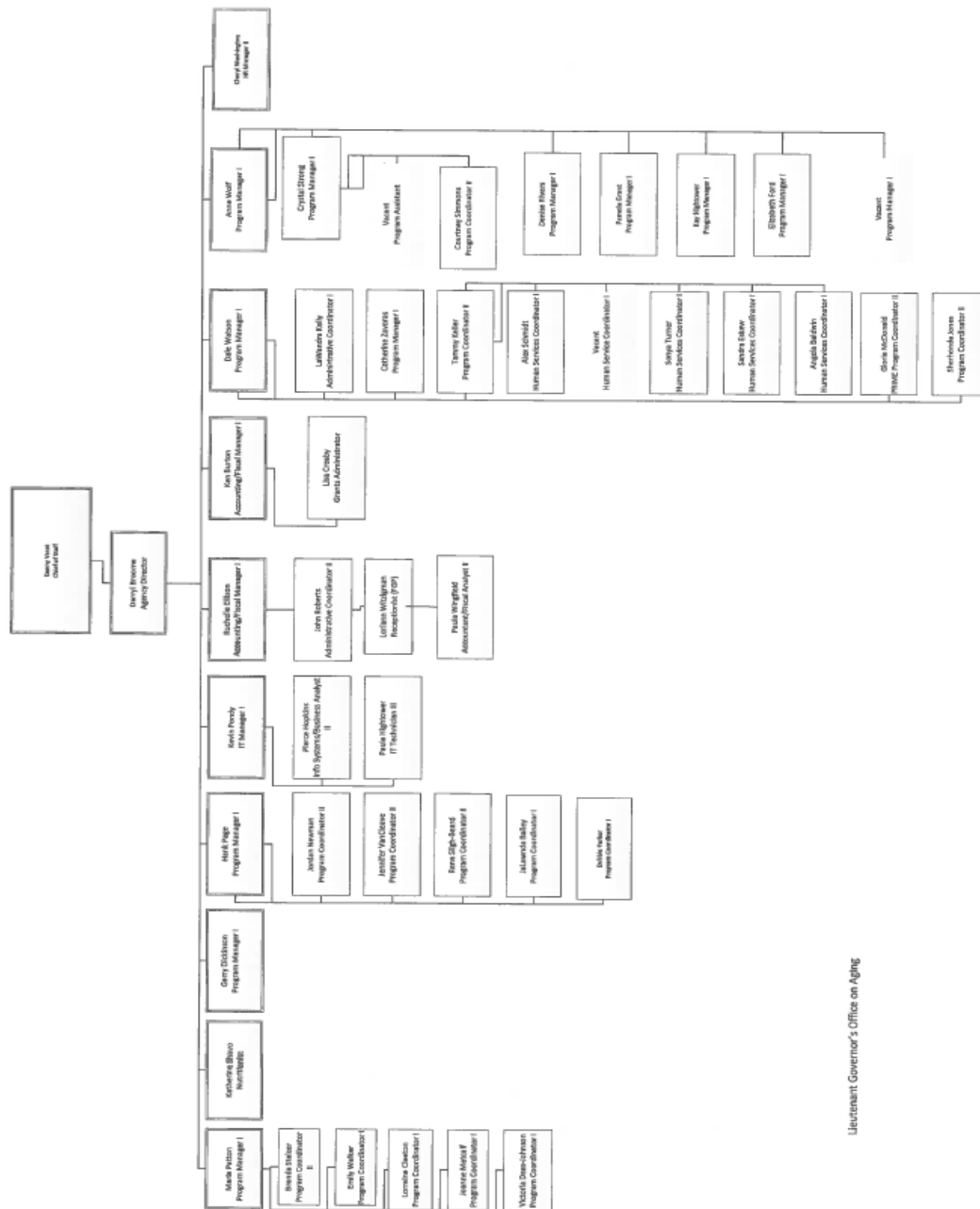
#### **2016 – 2017 LGOA Accomplishments**

- The Lieutenant Governor's Office on Aging submitted its four year State Plan on Aging to the Administration for Community Living (ACL) in August 2016. The plan, which was approved by the Assistant Secretary for Aging of the United States Department of Health and Human Services in October 2016 outlines the operations, mission, and strategic goals of the LGOA. The plan is required by federal law and agency funding is contingent on the plan's approval.
- By federal law, the 10 AAAs must submit four year Area Plans to the LGOA for approval. Area plans were submitted on April 28, 2017 and LGOA staff conducted a comprehensive review of each regional plan. The approved plans are effective from October 1, 2017 through September 30, 2021.
- In Fiscal Year 2017, the LGOA moved the client assessment process from the provider level to the Area Agencies on Aging (AAA), embracing a holistic, person-centered approach to aging services. Formal training was provided to the assessors and AAA directors, as well as identified LGOA staff, through a contractual agreement with Clemson University, Youth Learning Institute. Additionally, a new client assessment tool was adopted in conjunction with this initiative. As of July 1, 2017 all assessments are conducted at the AAA level. While the policy didn't officially start until the new fiscal year, the response from the regional AAAs has been overwhelmingly positive, including information on the expansion of services to clients based on a comprehensive assessment of the client and his/her needs. Client needs both within and outside of those services available through the Aging Network are addressed, tracked and referred to the appropriate resources.
- The LGOA staff played a critical role providing services to South Carolina's older adults during Hurricane Matthew. Before, during, and after the emergency period, the LGOA held daily conference calls with its 10 Area Agencies on Aging (AAAs) and with Region IV staff at the Administration for Community Living (ACL). During the emergency, the LGOA supported the South Carolina Emergency Management Division, with LGOA employees staffing the SCEMD's Essential Support Function (ESF-6) for mass care. After the hurricane, LGOA staff and the 10 regional Information and Referral/Assistance (I&R/A) Specialists worked closely with the Federal Emergency Management Agency (FEMA) and other disaster relief organizations to assist seniors.
- Over 600 older South Carolinians attended Senior Citizen Day at the South Carolina State House on May 4, 2017. The event, held to recognize "Older Americans Month," featured over 20 vendors and senior resources, optional health screenings and immunizations, educational presentations, entertainment, and lunch. The LGOA's partners, including Walgreens, AARP, and Blue Cross Blue Shield sponsored the event.
- Through partnerships with Walmart and Walgreens, the LGOA's 2016 Holiday Initiative adopted residents living in an upstate Optional State Supplement Facility.
- The LGOA collaborated with Harvest Hope, AARP, and The Electric Cooperatives of South Carolina for ways to partner in order to provide additional benefits to South Carolina seniors.
- The LGOA Participated in the South Carolina State Fair on "Senior Day" sponsored by AARP, an opportunity to reach over 1,000 seniors with information on our office's programs and services available through the network.
- The "Tail Wagging" pet program continued to distribute pet food and educational materials, and provided veterinarian services to senior citizens with pets during Fiscal Year 2016-2017. The program is active in three regions including Central Midlands, Trident, and Appalachia. Approximately 2,725 pounds of donated pet food was distributed last year. Partners include: The South Carolina Association of Veterinarians; Harvest Hope Food

<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>		
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>

Bank, Grace Animal Hospital and Pet Lodge; South Carolina Revenue and Fiscal Affairs Office; Women's Club of the Midlands; Pawleys' Front Porch; the Columbia Fireflies; Monroe's Mighty Mission; Homeward Bound; and Richardson's Rescue.

- The Veterans Directed Home and Community-Based Services program was expanded to include the Appalachian region. The program is also operating in the Santee-Lynches and Trident regions.
- Partnered with the Alzheimer's Association for Longest Day events, including a day-long walk at the statehouse.
- The Anderson Interfaith Ministry and the ARC of South Carolina received ElderCare Trust fund grants in 2017. Established in 1992, the ElderCare Trust Fund was created to support programming that helps seniors stay in their homes and lead productive lives. The Program is funded primarily through voluntary tax-payer contributions made through the SC Check-Off Program on state income tax returns and direct contributions. Since its inception, the ECTF has awarded over \$400,000 to more than 30 non-profit organizations statewide.
- Dr. Feneisha Franklin was the recipient of a Geriatric Loan Forgiveness Program award in 2017. For twelve years the Geriatric Loan Forgiveness Program has been incentivizing physicians specializing in the fields of geriatrics and geriatric psychiatry to practice in South Carolina by helping them repay their student loans. In exchange for the commitment to practice in South Carolina for at least five years, qualified doctors can receive as much as \$35,000 to repay their loans for medical school. Since its inception, the program has awarded over \$600,000 to 25 geriatric physicians and geriatric psychiatrists who have served over 10,000 seniors.
- Seven Permanent Improvement Project (PIP) grants were awarded in 2017. Recipients included the City of Aiken, Darlington County Council on Aging, Newberry County Council on Aging, Allendale County Council on Aging, Lexington County Recreation and Aging Commission, Middle Tyger Community Center, and the Town of Honea Path. The PIP program was authorized in 1994 to build, renovate, or enhance senior centers.





<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>			
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>	

<b>Agency Name:</b>	Lieutenant Governor's Office
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Fiscal Year 2016-2017

Accountability Report

<b>Agency Code:</b>	<b>E04</b>	<b>Section:</b>	<b>095</b>
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Performance Measurement Template

Item	Performance Measure	Last Value	Current Target Value	Current Value	Future Target Value	Time Applicable	Data Source and Availability	Calculation Method	Associated Objective(s)	Meaningful Use of Measure
1	Clients provided aging services (excluding information services)	32,469 unique clients provided unique services through LGOA funds.	Current value meets the actual need, dependent on funds available. <i>*The LGOA is a pass through agency and the AAAs determine how funds are allocated for services based on a regional evaluation of met and unmet needs.</i>	Total: 31,853; LGOA funded 30,478.	Future Target Value is to meet the actual need, dependent on funds available. <i>*The LGOA is a pass through agency and the AAAs determine how funds are allocated for services based on a regional evaluation of met and unmet needs.</i>	July 1, 2016 - June 30, 2017	AIM (Services in AIM are based on transactions.)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.
2	Clients served for Home-Delivered Meals	10,635 clients served Home-Delivered Meals through LGOA funding and 12,070 total.	Current value meets the actual need, dependent on funds available.	Total: 12,226; LGOA funded: 10,733.	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2016 - June 30, 2017	AIM (Services in AIM are based on transactions.)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data and presenting programmatic data and justification for future planning.
3	Total Units Served for Home-Delivered Meals	1,521,375 Home-Delivered Meals Served through LGOA funding and 1,856,717 total.	Current value meets the actual need, dependent on funds available.	Total: 1,877,454; LGOA funded: 1,507,288.	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2016 - June 30, 2017	AIM (Services in AIM are based on transactions.)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.

<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>			
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>	

4	Average Unit Cost for Home-Delivered Meals	Overall: \$5.44.	Establishes a fair and competitive price through the procurement process coordinated by the AAAs.	Overall: \$6.33.	To establish fair and competitive pricing through the procurement process coordinated by the AAAs.	July 1, 2016 - June 30, 2017	AIM (Services in AIM are based on transactions.)	Annually	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a statewide average of unit costs used for planning and reporting purposes.
5	Clients served for Group Dining	8,428 clients served in Group Dining through LGOA funds and 8,581 total.	Current value meets the actual need, dependent on funds available.	Total: 8,470; LGOA funded: 8,321.	Future Target Value is to meet the actual need dependent on funds available.	July 1, 2016 - June 30, 2017	AIM (Services in AIM are based on transactions.)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.
6	Total Units Served for Group Dining Meals	735,211 Group Dining Meals served through LGOA funds and 771,158 total.	Current value meets the actual need, dependent on funds available.	Total: 752,665; LGOA funded: 709,429.	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2016 - June 30, 2017	AIM (Services in AIM are based on transactions.)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.
7	Average Unit Cost for Group Dining Meals	6.35 is the average unit cost.	Establishes a fair and competitive price through the procurement process coordinated by the AAAs.	Overall: \$7.23.	To establish fair and competitive pricing through the procurement process coordinated by the AAAs.	July 1, 2016 - June 30, 2017	AIM (Services in AIM are based on transactions.)	Annually	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a statewide average of unit costs used for planning and reporting purposes.
8	Clients provided transportation services	4,230 clients provided transportation services.	Current value meets the actual need, dependent on funds available.	Total: 3,872; LGOA funded: 3,831.	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2016 - June 30, 2017	AIM (Services in AIM are based on transactions.)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.

<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>			
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>	

9	Total Units (Miles) of Transportation Provided	2,570,011.88 transportation units (miles) provided through LGOA funds and 2,620,664.24 total.	Current value meets the actual need, dependent on funds available.	Total: 2,478,664 miles; LGOA funded: 2,403,906.	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2016 - June 30, 2017	AIM (Services in AIM are based on transactions.)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.
10	Average Unit Cost for Transportation	Overall: \$1.76.	Establishes a fair and competitive price through the procurement process coordinated by the AAAs.	Overall: \$2.52.	To establish fair and competitive pricing through the procurement process coordinated by the AAAs.	July 1, 2016 - June 30, 2017	AIM (Services in AIM are based on transactions.)	Annually	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a statewide average of unit costs used for planning and reporting purposes.
11	Clients served for Home Care	2,463 clients served Home Care for a total of 178,805 service hours.	Current value meets the actual need, dependent on funds available.	Total: 2,930; LGOA funded: 2,867.	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2016 - June 30, 2017	AIM (Services in AIM are based on transactions.)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.
12	SC Access Number of Unique Visitors	172,225 unique visitors.	Current value maintains or increases contact levels by continuing outreach efforts, as contacts are determined by client needs and awareness.	210,441 unique visitors.	The target value is to maintain or increase current levels by continuing outreach efforts, as contacts are determined by client needs and awareness.	July 1, 2016 - June 30, 2017	OLSA (On-line Support Assistant)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.
13	SC Access Number of Total Visits	237,349 total visits.	Current value maintains or increases contact levels by continuing outreach efforts, as contacts are determined by client needs and awareness.	301,015 total visits.	The target value is to maintain or increase current levels by continuing outreach efforts, as contacts are determined by client needs and awareness.	July 1, 2016 - June 30, 2017	OLSA (On-line Support Assistant)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.

<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>			
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>	

14	Information and Referral/Assistance total contacts	43,608 total contacts.	Current value maintains or increases contact levels by continuing outreach efforts, as contacts are determined by client needs and awareness.	42,009 total contacts.	The target value is to maintain or increase current levels by continuing outreach efforts, as contacts are determined by client needs and awareness.	July 1, 2016 - June 30, 2017	OLSA (On-line Support Assistant)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.
15	Alzheimer's Education/Outreach	112 Sessions; with 4,023 people.	Current value meets the actual need, dependent on funds available.	25 Sessions; with 1,387 people.	Future Target Value is to meet the actual need dependent on funds available.	July 1, 2016 - June 30, 2017	Alzheimer's Resource Coordination Center (ARCC) Monthly Data	Monthly	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.
16	Alzheimer's Trainings	291 sessions; with 4,182 people.	Current value meets the actual need, dependent on funds available.	233 sessions; with 3,453 people.	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2016 - June 30, 2017	Alzheimer's Resource Coordination Center (ARCC) Monthly Data	Monthly	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.
17	Family Caregiver Support Program total contacts	15,283 contacts.	Current value meets the actual need, dependent on funds available.	9,170 contacts	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2016 - June 30, 2017	OLSA (On-line Support Assistant)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.

<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>			
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>	

18	Caregiving Respite unique clients	4,547 total.	Current value meets the actual need, dependent on funds available.	Total: 3,872; LGOA funded: 3,740.	Future Target Value is to meet the actual need dependent on funds available.	July 1, 2016 - June 30, 2017	AIM (Services in AIM are based on transactions.)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.
19	Caregiving Respite total dollars spent	\$4,020,681.12 was spent on caregiving respite.	Current value meets the actual need, dependent on funds available.	\$5,009,281.15 was spent on caregiving respite.	Future Target Value is to meet the actual need dependent on funds available.	July 1, 2016 - June 30, 2017	AIM (Services in AIM are based on transactions.)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.
20	Veterans Directed Home and Community Based Services number of Veterans served	59 Veterans served.	Current value meets the actual need, dependent on funds available.	88 Veterans served.	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2016 - June 30, 2017	PPL (Public Partnerships LLC) and Veteran Payment System (VA-UIS)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.
21	Senior Community Service Employment Program (SCSEP) number of participants enrolled	200 enrolled and 46 people obtained employment.	Current value meets the actual need, dependent on funds available.	146 enrolled and 39 participants were employed.	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2016 - June 30, 2017	SPARQ (SCSEP data collection system)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.

<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>			
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>	

22	Senior Community Service Employment Program (SCSEP) community hours.	The program had over 13,243 senior community hours and 107,693 general community hours.	Current value meets the actual need, dependent on funds available.	The program had over 6,281 senior community hours and 26,797 for community service.	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2016 - June 30, 2017	SPARQ (SCSEP data collection system)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.
23	Senior Health Insurance Program (SHIP) total contacts	37,259 total SHIP contacts.	Current value maintains or increases levels, depending on availability of funding, and client awareness and need.	34,529 total SHIP contacts and 30,328 reached through outreach.	To maintain or increase current levels, depending on availability of funding, and client awareness and need.	July 1, 2016 - June 30, 2017	OLSA (On-line Support Assistant)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.
24	Senior Medicare Patrol (SMP) fraud outreach events and people reached	505 events, reaching 23,036 people.	Current value maintains or increases levels, depending on availability of funding, and client awareness and need.	329 events, reaching 18,861 people.	To maintain or increase current levels, depending on availability of funding, and client awareness and need.	July 1, 2016 - June 30, 2017	OLSA (On-line Support Assistant)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.
25	Ombudsman complaints investigated	8,969 complaints investigated.	Value is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	7,895 complaints investigated.	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1, 2016 - June 30, 2017	NORS (National Ombudsman Reporting System)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.
26	Ombudsman cases	3,724 cases.	Value is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	4,294 cases.	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1, 2016 - June 30, 2017	NORS (National Ombudsman Reporting System)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification

<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>			
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>	

										for future planning.
27	Ombudsman number of routine visits	4,524 visits with 27,026 residents visited.	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	8,478 routine visits with 45,226 residents visited.	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1, 2016 - June 30, 2017	NORS (National Ombudsman Reporting System)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.
28	Ombudsman trainings conducted	369 trainings held and 2,565 individuals trained. 251 individuals received community training.	Value is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	347 trainings held and 4,976 individuals trained. 1,160 individuals received community training.	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1, 2016 - June 30, 2017	NORS (National Ombudsman Reporting System)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.
29	Ombudsman consultations provided	3,765 consultations provided.	Value is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	3,515 consultations provided.	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1, 2016 - June 30, 2017	NORS (National Ombudsman Reporting System)	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.
30	Legal Service cases opened	786 new cases opened for a total of 1,001.	Value is based on actual need.	Legal Services had 1,160 cases.	Target is based on actual need. *The Legal Services program is required by the Older Americans Act.	July 1, 2016 - June 30, 2017	Legal Services Data collected through AIM and also reported by South Carolina Legal Services	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.

<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>			
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>	

31	Legal Service cases closed	723 cases closed.	Value is based on actual need.	868 cases closed.	Target is based on actual need.	July 1, 2016 - June 30, 2017	Legal Services Data collected through AIM and also reported by South Carolina Legal Services	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.
32	Adult Guardian ad Litem Cases	The Adult Guardian ad Litem program had 505 cases, and provided nine trainings for 52 volunteers.	Value meets the actual need, dependent on funds available.	The Adult Guardian ad Litem program had 589 cases, and provided four trainings for 31 volunteers. It held 6 outreach events.	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2016 - June 30, 2017	Guardian ad Litem data system utilizing Microsoft Access	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.
33	PRIME Ombudsman Program	The Prime program served 77 members, and had 10 trainings and 8 outreach events.	Value meets the actual need, dependent on funds available.	The Prime program served 131 members, and had 53 trainings and 38 outreach events.	Future Target Value is to meet the actual need, dependent on funds available.	July 1, 2016 - June 30, 2017	CMS (Centers for Medicare Services) through Grants Solutions	Monthly/Annual	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1	Provides a measurable level of clients that will aid in the reporting of service data, presenting programmatic data and justification for future planning.



<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>			
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>	

<b>Agency Name:</b>	<b>Lieutenant Governor's Office</b>
---------------------	-------------------------------------

**Fiscal Year 2016-2017  
Accountability Report**

<b>Agency Code:</b>	<b>E04</b>	<b>Section:</b>	<b>095</b>
---------------------	------------	-----------------	------------

**Program Template**

Program/Title	Purpose	<u><i>FY 2016-17 Expenditures (Actual)</i></u>				<u><i>FY 2017-18 Expenditures (Projected)</i></u>				Associated Objective(s)
		General	Other	Federal	TOTAL	General	Other	Federal	TOTAL	
I. Administration for Office of the Lieutenant Governor	Fulfills constitutional duties and serves as President of the Senate. Provides executive leadership, constituent services and leads the Office on Aging.	\$ 470,545			\$ <b>470,545</b>	\$ 441,897			\$ <b>441,897</b>	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
II.A. Administration for Office on Aging	Provides leadership, training, and coordination to promote services for seniors.	\$ 1,541,320	\$ 296,508	\$ 1,253,883	\$ <b>3,091,711</b>	\$ 3,095,081	\$ 286,391	\$ 1,884,128	\$ <b>5,265,600</b>	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
II.B. Aging Assistance	Provides funding for aging services and programs in order to improve the quality and length of life for South Carolina seniors.	\$ 12,561,997	\$ 3,958,323	\$ 21,641,930	\$ <b>38,162,249</b>	\$ 17,887,541	\$ 9,233,750	\$ 22,232,063	\$ <b>49,353,354</b>	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
III.C. Employer Contribution	Provides for retirement, FICA, Workers Compensation, health insurance, and unemployment compensation for staff.	\$ 519,139	\$ 30,351	\$ 335,797	\$ <b>885,287</b>	\$ 602,973	\$ 34,570	\$ 413,013	\$ <b>1,050,556</b>	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1

<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>		
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>

<b>Agency Name:</b>	<b>Lieutenant Governor's Office</b>
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Fiscal Year 2016-2017

Accountability Report

<b>Agency Code:</b>	<b>E04</b>	<b>Section:</b>	<b>095</b>
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Legal Standards Template

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who (customer) the agency must or may serve? (Y/N)	Does the law specify a deliverable (product or service) the agency must or may provide? (Y/N)
1	State Constitution	State	Statute	Section 8 and Section 10 of the South Carolina Constitution details the constitutional qualifications/requirements for Lieutenant Governor and the Office of the Lieutenant Governor.	Yes	Yes
2	43-21-10	State	Statute	Establishes the Lieutenant Governor's Office on Aging as the State Unit on Aging in South Carolina.	Yes	Yes
3	43-21-40	State	Statute	Office shall be the state agency to implement and administer all programs of the federal government relating to aging. The office shall study, investigate, plan, promote, and execute a program to meet the present and future needs of aging citizens of the state.	Yes	Yes
4	43-35-15	State	Statute	Establishes the Office on Aging's role with vulnerable adults and establishes the Ombudsman Program.	Yes	Yes
5	43-35-310, 43-35-320	State	Statute	State Code pertaining to the Adult Protection Coordination Council and the role that the Office on Aging plays as a member of the Council.	Yes	Yes
6	43-35-310, 43-35-320, 43-35-290, and 43-35-45(C)	State	Statute	State Code pertaining to the Vulnerable Adult Guardian ad Litem Program in the Office on Aging.	Yes	Yes
7	33-36-320	State	Statute	Alzheimer's Resource Coordination Center at the Office on Aging.	Yes	Yes
8	Older Americans Act	Federal	Statute	The Federal Code of Laws, which governs the United States Department of Health and Human Service's Administration on Aging and Administration for Community Living and the Lieutenant Governor's Office on Aging, as the Federally designated State Unit on Aging.	Yes	Yes

<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>		
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>

<b>Agency Name:</b>	<b>Lieutenant Governor's Office</b>
---------------------	-------------------------------------

Fiscal Year 2016-2017

Accountability Report

<b>Agency Code:</b>	<b>E04</b>	<b>Section:</b>	<b>95</b>
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Customer Template

Divisions or Major Programs	Description	Service/Product Provided to Customers	Customer Segments	<u>Specify only for the following Segments: (1) Industry: Name; (2) Professional Organization: Name; (3) Public: Demographics.</u>
I. Administration for Office of the Lieutenant Governor	Fulfills constitutional duties and serves as President of the Senate. Provides executive leadership, constituent services and leads the Office on Aging.	Performs constitutional duties.	Legislative Branch	Government
I. Administration for Office of the Lieutenant Governor	Fulfills constitutional duties and serves as President of the Senate. Provides executive leadership, constituent services and leads the Office on Aging.	Leads the Office on Aging.	Executive Branch/State Agencies	Government
II.A. Administration for Office on Aging	Provides leadership, training, and coordination to promote services for seniors.	Administrative functions for Office on Aging.	Executive Branch/State Agencies	Government
II.A. Administration for Office on Aging	Provides leadership, training, and coordination to promote services for seniors.	Administrative functions for Office on Aging.	Local Govts.	Government
II.B. Aging Assistance	Provides funding for aging services and programs in order to improve the quality and length of life for South Carolina seniors.	Federal Older Americans Act programs and services, and aging services funded through state sources.	Local Govts.	Government

<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>		
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>

II.B. Aging Assistance	Provides funding for aging services and programs in order to improve the quality and length of life for South Carolina seniors.	Federal Older Americans Act programs and services, and aging services funded through state sources.	Professional Organization	Area Agencies on Aging (AAAs) and local service contractors
II.B. Aging Assistance	Provides funding for aging services and programs in order to improve the quality and length of life for South Carolina seniors.	Federal Older Americans Act programs and services, and aging services funded through state sources.	General Public	Persons age 60 and over, persons with disabilities, and caregivers
III.C. Employer Contribution	Provides for retirement, FICA, Workers Compensation, health insurance, and unemployment compensation for staff.	Employee benefits.	Executive Branch/State Agencies	Government

<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>		
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>

<b>Agency Name:</b>	<b>Lieutenant Governor's Office</b>
---------------------	-------------------------------------

**Fiscal Year 2016-2017**

**Accountability Report**

<b>Agency Code:</b>	<b>E04</b>	<b>Section:</b>	<b>095</b>
---------------------	------------	-----------------	------------

**Partner Template**

<b>Name of Partner Entity</b>	<b>Type of Partner Entity</b>	<b>Description of Partnership</b>	<b>Associated Objective(s)</b>
Area Agencies on Aging (AAAs)	Local Government	<b>Contracted services.</b>	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
Regional Contracted Service Providers	Non-Governmental Organization	<b>Deliver aging services as procured competitively by the AAAs.</b>	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9
AARP SC	Professional Association	<b>Collaborative partnership.</b>	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9
SC State Housing, Finance and Development Authority	State Government	<b>Funds the LGOA Rental Assistance Program.</b>	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9
SC Alzheimer's Association	Professional Association	<b>Provides Alzheimer's Respite Funds.</b>	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9
SC Institute of Medicine and Public Health	Professional Association	<b>Collaborative partnership.</b>	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9,
USC Arnold School of Public Health / Institute on Aging	Higher Education Institute	<b>Collaborative partnership.</b>	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9
Administration for Community Living (ACL)	Federal Government	<b>ACL provides federal funding and sets guidelines through the Older Americans Act.</b>	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
Clemson University	State Government	<b>Contracted to provide assessment trainings to Aging Network partners.</b>	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1

<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>		
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>

U.S. Department of Veterans Affairs	Federal Government	<b>Collaborative partnership.</b>	1.1.2, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 3.1.1
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<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>		
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>

<b>Lieutenant Governor's Office</b>
-------------------------------------

**Fiscal Year 2016-2017  
Accountability Report**

<b>E04</b>	<b>Section:</b>	<b>095</b>
------------	-----------------	------------

**Report Template**

<b>Report Name</b>	<b>Name of Entity Requesting the Report</b>	<b>Type of Entity</b>	<b>Reporting Frequency</b>	<b>Submission Date (MM/DD/YYYY)</b>	<b>Summary of Information Requested in the Report</b>	<b>Method to Access the Report</b>
Agency Accountability Report	Department of Administration	State	Annually	9/15/2016	Agency finance and program data.	Web Link
House Restructuring Report	House Legislative Oversight Committee	State	Annually	12/1/2016	Agency finance and program data.	Web Link
ARCC Annual Report	General Assembly	State	Annually	3/1/2017	Program performance data.	Paper Copy
State Audit	Office of the State Auditor	State	Annually	1/12/2017	Performance of accounting procedures.	Paper Copy/Web Link
National Aging Program Information Systems (NAPIS) State Program Reports	Administration for Community Living (AC)	Federal	Annually	1/31/2017	Agency client data.	Paper Copy
National Ombudsman Report (NOR)	Administration for Community Living (AC)	Federal	Annually	1/31/2017	Ombudsman client data.	NA (Not a public document)

<b>AGENCY NAME:</b>	<b>Lieutenant Governor's Office</b>		
<b>AGENCY CODE:</b>	<b>E04</b>	<b>SECTION:</b>	<b>95</b>

<b>Agency Name:</b>	<b>Lieutenant Governor's Office</b>
---------------------	-------------------------------------

**Fiscal Year 2016-2017  
Accountability Report**

<b>Agency Code:</b>	<b>E04</b>	<b>Section:</b>	<b>095</b>
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**External Review Template**

<b>Item</b>	<b>Name of Entity Conducted External Review</b>	<b>Type of Entity</b>	<b>External Review Timeline (MM/DD/YYYY to MM/DD/YYYY)</b>	<b>Method to Access the External Review Report</b>
1	South Carolina Office of the State Auditor	State	07/01/2014 to 06/30/2015	<a href="http://osa.sc.gov">http://osa.sc.gov</a>